



MINUTES

BOARD OF DIRECTORS MEETING #57

Wednesday, February 28, 2018 @ 7:30 p.m.

Fairfield Inn and Suites by Marriott, 199 Kenmount Road, St. John's, NL

IN ATTENDANCE:

- Ed Grant, Chairperson
- Bill Bailey, Clarenville and Isthmus
- Danny Breen, St. John's
- Glenn Clarke, Trinity Conception North
- Wally Collins, St. John's
- Sandy Hickman, St. John's
- Jamie Korab, St. John's
- Dave Lane, St. John's
- Kevin McDonald, Southwest Avalon
- Harold Mallowney, Southern Shore
- Peggy Roche, Small Metro
- Deanne Stapleton, St. John's
- Lucy Stoyles, Mount Pearl
- Gerard Tilley, Conception Bay South
- Sam Whalen, Bay Roberts
- Hilda Whelan, TBS & Isthmus East
- Sterling Willis, Paradise

OTHER ATTENDEES:

- Ken T. Kelly, Chief Administrative Officer, ERSB
- Lynn Tucker, Manager Corporate Services, ERSB
- Christie Dean, Manager Waste Operations, ERSB
- Bradley Power, Board Clerk/Outreach Coordinator, ERSB
- Andrew Niblock, City of St. John's
- LynnAnn Winsor, City of St. John's

REGRETS:

- Maggie Burton, St. John's
- Ian Froude, St. John's
- Hope Jamieson, St. John's
- Sheilagh O'Leary, St. John's

PROCEEDINGS:

1) CALL TO ORDER

Mr. Grant called the meeting to order at 6:58 p.m.

2) ADOPTION OF AGENDA

*It was moved and seconded (Mr. Hickman/Mr. Willis) to adopt the Agenda as tabled.
MOTION 2018-014: Carried (unanimously)*

3) DELEGATIONS:

a) Ms. Chelzea Avery re: Lid Closing Policy –

Ms. Chelzea Avery requested an opportunity to address the Board to discuss her letter of September 2017. Her letter requested that the Board implement a mandatory lid closing policy throughout the eastern region.

Mr. Grant welcomed Ms. Avery and a roundtable introduction took place.

Ms. Avery began her presentation by noting she is from South Port, Newfoundland. She explained how she feels her cat was injured as a result of a garbage box lid closing and trapping the animal inside after waste collectors left the lid up. The cat was euthanized on account of its injuries.

Ms. Avery highlighted the online petition she initiated, which reached 50,000 signatures from around the world. She believes her situation could have been prevented if waste collectors would simply close garbage box lids once they remove the waste.

Mr. Grant acknowledged Ms. Avery's loss on behalf of the Board. He noted that animals are often like family members, and losing one is never easy. He added that her request would be addressed later in the meeting.

b) Mr. Glenn Perfect re: Issue with Account –

Mr. Glenn Perfect requested an opportunity to address the Board to discuss an issue with his account. Mr. Perfect was required to pay fees from previous years, as well as the associated interest.

Mr. Perfect is from St. John's, and owns a cabin in Ochre Pit Cove. He noted that he's sent letters to the Board asking for his account to be reviewed. Mr. Perfect is in receipt of the Board's responses to his emails and questions, which noted he is accountable for past fees and the associated interest.

Mr. Perfect noted that he is not opposed to garbage collection, but feels the fees should have a seasonal component for those who only utilize their cabin for a few months of the year. He added that he and his family only generate a small amount of waste when they go to the cabin and they typically bring it back to St. John's with them and dispose of it there.

Mr. Perfect reached out about the account in July of 2017, but didn't receive any feedback until November when he was invoiced from four years of fees plus interest. He believes he should have been notified of the Board's policy on collecting fees from previous years, and said he should only be charged on a go-forward basis. He concluded by criticizing the customer service he received when dealing with the Board.

Mr. Grant thanked Mr. Perfect for his comments. He went on to highlight the response sent to Mr. Perfect which outlined the Board's position of fees from previous years and the interest charged. Mr. Grant explained that interest would be waived if the fees were paid in full which was contained in one of the responses that Mr. Perfect has received. He offered to speak to Mr. Perfect after the meeting to elaborate further. Mr. Perfect agreed to meet with the Chair and have further discussion on the issue once the meeting concluded.

4) REVIEW OF MINUTES

It was moved and seconded (Mr. Willis/Ms. Stoyles) that the Minutes of the January 24, 2018 and February 19, 2018 meetings of the Eastern Regional Service Board be adopted as tabled.

MOTION 2018-015: Carried (unanimously)

5) COMMITTEE REPORTS

a) Finance and Audit Committee Report:

Mr. Hickman delivered the Finance and Audit Committee Report. He noted the documentation included in the meeting package. By consensus of the Board, the review of the financial statements was deferred.

1. Board Expenditures – January 2018:

Mr. Hickman noted the cheque register and payroll summary for the month of January which was included in the meeting package for review.

He noted that the Cheque Register includes regular payments to our waste collection contractors, fuel providers and the City of St. John's for tipping fees.

*It was moved and seconded (Mr. Hickman/Mr. Breen) that Eastern Regional Service Board accept the board expenditures (cheque register and payroll summary) for January 2018 as tabled.
MOTION 2018-016: Carried (unanimously)*

b) Strategy and Policy Committee:

Mr. Hickman delivered the Strategy and Policy Committee Report. He noted the documentation included in the meeting package.

1. 2017 Waste Operations Report:

Mr. Hickman noted that in 2017 ERSB recycled almost 1 million kilograms of metal, diverted over 13,000 tires at its waste recovery facilities, and recycled 250 pallets of electronic waste.

The network of regional waste recovery facilities handled and transported 6.3 million kilograms of material, which is the highest amount in any year to-date.

ERSB provided 27 Household Hazardous Waste (HHW) events in remote locations to allow for everyone in the region to have the ability to properly dispose of HHW materials.

Finally, ERSB continued to provide service to the ten schools in the “Recycle @ School” program, even though it ended in June of 2017. ERSB will continue to work with the NL English School District (NLESD) to increase the number of schools within the eastern region that take advantage of the full suite of recycling options that are available. There are approximately 118 schools in the eastern region.

Mr. Grant noted the “Recycle @ School” program is a challenge. ERSB has even tried to reach out to the Chair of the Board, to no avail. Encouraging youth to recycle at the school level is important for the future.

Ms. Roche asked if ERSB has thought about competitions and prizes to encourage participation. Mr. Kelly said the ERSB has considered that approach, but it will not work unless there is buy-in from the school district. What ERSB wants to see is a similar recycling program in schools that it has at the curb. If ERSB can reach the young children, they will encourage participation at home. The school Board isn't even asking for separation within their tenders/contracts. Mr. Kelly noted there needs to be buy in from the management at the school district before this can be successful.

Ms. Whelan said much of the issue has to do with schools not paying for garbage collection at all. Many schools that she is aware of get waste collection from their town for free.

2. Awareness Campaign Update:

Mr. Hickman noted that at the meeting in January, the Board briefly discussed options to communicate the rate structure of the ERSB and the necessity of the service. The Committee also discussed the development of marketing material, such as videos and advertising. The development of a website has been completed.

Mr. Grant noted that there have been meetings with the Minister and correspondence to and from the Minister to present the Board's position. In addition, the Board had scheduled a meeting with a group representing cabin owners (COATT – Cabin Owners Against Trash Tax) for Tuesday, February 27. That meeting was cancelled at their request on account of bad weather, but the Board is hoping to reschedule in the near future.

Mr. Kelly noted that ERSB has asked a public relations firm to provide the Committee with some input on future options to engage the public on the issue of regional service delivery.

Mr. Grant noted that the website fairwaste.ca is all about enhancing communication with ERSB clients and stakeholders. The Board also setup a Facebook Group called NL Community Leaders Forum, which will serve as an avenue to communicate with Joint Councils on regional issues.

3. Lid Closing Policy:

Mr. Hickman noted that a briefing note was included in the meeting package on the issue of developing a mandatory policy that waste collectors close all lids on waste containers (garbage boxes, etc.).

At the Strategy and Policy Committee meeting, Mr. Kelly performed a demonstration of the effort that it takes for a waste collector to move six to seven bags from a garbage box to the garbage truck, plus recycling bags, biweekly.

The Committee also discussed the issue of some type of automatic closure and the potential for injuries to waste collectors.

At the request of the Committee, staff reached out to other jurisdictions to get their experiences. The Town of CBS for instance has discussed this issue and did not implement a lid closing policy for its collectors because of potential safety issues.

Mr. Kelly added there is no standard type of garbage box in use in the region, and it is basically whatever a property owner wants to use. The types of bins

used vary greatly from deep freezes, large grey fish tubs, steel drums, wooden boxes, to actual garbage containers.

The Committee agreed that a mandatory policy is not warranted, but the Board could encourage collectors, both internal and contracted, to be more courteous where and when they can and close lids.

Mr. Lane asked about the likelihood of ERSB moving forward with a standardized garbage bin in the future. Mr. Grant said the issue was discussed at the Committee level in the past, and it can certainly be raised again in the future if the Board wishes.

Mr. Korab asked whether or not there have been any issues in the Town of Conception Bay South, specifically if there have been any injuries to the general public or animals in the absence of a lid closing policy. Mr. Tilley said there have been no issues to the best of his knowledge.

It was moved and seconded (Mr. Hickman/Ms. Roche) that a mandatory lid closing policy is not required and that Eastern Regional Service Board request both internal staff and external contractors to close lids as a courtesy wherever possible.

MOTION 2018-017: Carried (unanimously)

c) Governance Committee:

Mr. Mullaney delivered the Governance Committee Report.

1. Annual Board Member Development:

Mr. Mullaney noted there is an upcoming Solid Waste Association of North America conference coming up in August 2018. He explained that a poll will be initiated to determine which Board members would like to attend.

Typically the Board sends two members to this conference. He also noted that the details of future conferences (2019, 2020, etc.) will also be sent out at the same time. Board members are encouraged to respond as soon as possible.

Mr. Hickman left the meeting at 7:27 p.m.

2. Standing Committees:

Mr. Grant noted that new committee assignments will be determined before the next Board meeting. The Board Clerk will send out a poll to determine Board members' interest on serving on committees. The Terms of Reference for each committee will accompany the poll. Everyone is encouraged to participate at the Committee level. Mr. Grant will announce committee assignments at the next Board meeting.

6) CORRESPONDENCE

Mr. Grant highlighted the large amount of correspondence included in the meeting package from the Minister of Municipal Affairs and Environment, Eddie Joyce. The Board's responses to his letters were also tabled as part of the meeting package.

7) NEW BUSINESS

Mr. Hickman returned at 7:32 p.m.

8) UPCOMING MEETINGS (To Be Confirmed)

- Finance & Audit Committee – Wednesday, March 14, 2018 at 12:30 p.m.
- Strategy & Policy Committee – Thursday, March 15, 2018 at 10:00 a.m.
- Governance Committee – Tuesday, March 20 at 10:00 a.m.
- Board of Directors - Wednesday, March 28, 2018 at 7:00 p.m.

9) ADJOURNMENT

Seeing no further business to be discussed, it was moved and seconded (Mr. Mullooney/Mr. Tilley) that the meeting adjourn.

MOTION 2018-018: Carried (unanimously)

The meeting adjourned at approximately 8:13 p.m.

(4) COMMITTEE REPORTS

(4)(a) Finance & Audit Committee

(4)(a)(1) Board Expenditures

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW

Cheques from 000001 to 006582 dated between 01-01-2018 and 01-31-2018

CHEQUE REGISTER

Printed: 10:49:00AM 02/02/2018

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Number	Issued	Amount	SC	Status	Status Date
006499	01/10/2018 Advantage Personnel Ltd.	2,511.36	A/P	CLEARED	01/24/2018
006500	01/10/2018 Around The Bay Disposals Inc.	45,000.25	A/P	CLEARED	01/17/2018
006501	01/10/2018 Bay Auto Sales & Service Inc	632.38	A/P	CLEARED	01/17/2018
006502	01/10/2018 Bell Aliant	1,733.33	A/P	CLEARED	01/24/2018
006503	01/10/2018 Bell Mobility Inc.	1,603.38	A/P	CLEARED	01/24/2018
006504	01/10/2018 Big Erics Inc.	404.23	A/P	CLEARED	01/24/2018
006505	01/10/2018 Blaketown Service Station	3,772.21	A/P	CLEARED	01/31/2018
006506	01/10/2018 Bradley Power	150.01	A/P	CLEARED	01/17/2018
006507	01/10/2018 Christie Dean	954.79	A/P	OUT-STD	01/10/2018
006508	01/10/2018 City of St. John's	46,985.20	A/P	CLEARED	01/24/2018
006509	01/10/2018 Dicks and Company Limited	16.08	A/P	CLEARED	01/17/2018
006510	01/10/2018 Dodd's Diesel Repair Ltd.	0.00	A/P	*VOID*	01/10/2018
006511	01/10/2018 Dodd's Diesel Repair Ltd.	17,707.28	A/P	CLEARED	01/24/2018
006512	01/10/2018 Ed Grant	165.43	A/P	CLEARED	01/17/2018
006513	01/10/2018 GCR Tires & Service	163.24	A/P	CLEARED	01/24/2018
006514	01/10/2018 Harbour ELECTRIC Ltd.	1,465.24	A/P	CLEARED	01/24/2018
006515	01/10/2018 Hilda Whelan	270.56	A/P	CLEARED	01/24/2018
006516	01/10/2018 Imperial Oil	99.91	A/P	CLEARED	01/24/2018
006517	01/10/2018 K.J.H. Dirtwork's Ltd.	1,610.00	A/P	CLEARED	01/17/2018
006518	01/10/2018 Ken Kelly	2,065.23	A/P	CLEARED	01/17/2018
006519	01/10/2018 Leslie Squires	440.00	A/P	CLEARED	01/17/2018
006520	01/10/2018 Miller IT Limited	655.50	A/P	CLEARED	01/24/2018
006521	01/10/2018 Modern Business Equipment Limited	265.05	A/P	CLEARED	01/17/2018
006522	01/10/2018 NATIONAL Public Relations	42,134.37	A/P	CLEARED	01/24/2018
006523	01/10/2018 Newfoundland Exchequer - MVR	2,988.00	A/P	CLEARED	01/24/2018
006524	01/10/2018 Nexgen Municipal Inc.	299.64	A/P	CLEARED	01/31/2018
006525	01/10/2018 North Atlantic	862.72	A/P	CLEARED	01/24/2018
006526	01/10/2018 North Atlantic	32,141.79	A/P	CLEARED	01/24/2018
006527	01/10/2018 Northern Business Intelligence	2,469.04	A/P	CLEARED	01/24/2018
006528	01/10/2018 Nortrax Canada Inc.	314.98	A/P	CLEARED	01/24/2018
006529	01/10/2018 O'Brien's Trucking Ltd	2,041.57	A/P	CLEARED	01/31/2018
006530	01/10/2018 OMB Parts & Industrial Ltd. 1	123.16	A/P	CLEARED	01/24/2018
006531	01/10/2018 Parts For Trucks Inc.	72.57	A/P	CLEARED	01/24/2018
006532	01/10/2018 Redline Automotive 0765	58.31	A/P	CLEARED	01/17/2018
006533	01/10/2018 Royal Garage Ltd.	4,339.35	A/P	CLEARED	01/17/2018
006534	01/10/2018 SaltWire Network Inc.	3,501.08	A/P	CLEARED	01/17/2018
006535	01/10/2018 Saunders Equipment Ltd.	341.49	A/P	CLEARED	01/24/2018
006536	01/10/2018 T2 Ventures Inc.	164,460.20	A/P	CLEARED	01/17/2018
006537	01/10/2018 The Business Post	4,336.65	A/P	CLEARED	01/24/2018
006538	01/10/2018 Tulk Tire & Service Ltd.	1,064.84	A/P	CLEARED	01/17/2018
006539	01/10/2018 Woodman's Welding Ltd.	1,449.23	A/P	CLEARED	01/31/2018
006540	01/10/2018 Avery, Melvin	117.16	A/R	CLEARED	01/17/2018
006541	01/10/2018 Walsh, Terrilynn	94.68	A/R	CLEARED	01/17/2018
006542	01/25/2018 61366 Newfoundland and Labrador Inc.	5,290.00	A/P	OUT-STD	01/25/2018
006543	01/25/2018 62167 Newfoundland and Labrador Inc	7,380.30	A/P	OUT-STD	01/25/2018
006544	01/25/2018 A1 Glass	498.52	A/P	CLEARED	01/31/2018

** - Name on Check was modified

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW

Cheques from 000001 to 006582 dated between 01-01-2018 and 01-31-2018

CHEQUE REGISTER

Printed: 10:49:00AM 02/02/2018

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Number	Issued	Amount	SC	Status	Status Date
006545	01/25/2018 Acklands Grainger Inc.	266.65	A/P	OUT-STD	01/25/2018
006546	01/25/2018 Advantage Personnel Ltd.	2,184.35	A/P	OUT-STD	01/25/2018
006547	01/25/2018 Atlantic Business Interiors	2,430.64	A/P	OUT-STD	01/25/2018
006548	01/25/2018 Bradley Power	99.22	A/P	CLEARED	01/31/2018
006549	01/25/2018 Channel 6 Ads	102.01	A/P	OUT-STD	01/25/2018
006550	01/25/2018 Christie Dean	1,955.28	A/P	OUT-STD	01/25/2018
006551	01/25/2018 Coish's Trucking & Excavating Ltd.	14,432.50	A/P	CLEARED	01/31/2018
006552	01/25/2018 Curtis Dawe	15,076.47	A/P	CLEARED	01/31/2018
006553	01/25/2018 Dodd's Diesel Repair Ltd.	0.00	A/P	*VOID*	01/25/2018
006554	01/25/2018 Dodd's Diesel Repair Ltd.	0.00	A/P	*VOID*	01/25/2018
006555	01/25/2018 Dodd's Diesel Repair Ltd.	10,494.29	A/P	OUT-STD	01/25/2018
006556	01/25/2018 Eastcom Inc.	321.87	A/P	OUT-STD	01/25/2018
006557	01/25/2018 Eastlink Communications Channel 6 Ads Clarenville	155.25	A/P	OUT-STD	01/25/2018
006558	01/25/2018 E K Lomond Auto Solutions Inc	68.52	A/P	CLEARED	01/31/2018
006559	01/25/2018 GCR Tires & Service	303.48	A/P	OUT-STD	01/25/2018
006560	01/25/2018 Harvey & Company Ltd.	15.61	A/P	CLEARED	01/31/2018
006561	01/25/2018 Ken Kelly	1,092.20	A/P	CLEARED	01/31/2018
006562	01/25/2018 Kevin Power	664.98	A/P	CLEARED	01/31/2018
006563	01/25/2018 Lynn Tucker	553.60	A/P	CLEARED	01/31/2018
006564	01/25/2018 Municipalities Newfoundland & Labrador	1,000.00	A/P	OUT-STD	01/25/2018
006565	01/25/2018 NATIONAL Public Relations	130.57	A/P	OUT-STD	01/25/2018
006566	01/25/2018 Newfoundland Exchequer - MVR	230.00	A/P	OUT-STD	01/25/2018
006567	01/25/2018 Newfoundland Power Inc.	1,401.57	A/P	OUT-STD	01/25/2018
006568	01/25/2018 Nexgen Municipal Inc.	558.44	A/P	OUT-STD	01/25/2018
006569	01/25/2018 North Atlantic	246.42	A/P	OUT-STD	01/25/2018
006570	01/25/2018 OMB Parts & Industrial Ltd. 1	158.60	A/P	OUT-STD	01/25/2018
006571	01/25/2018 ORKIN Canada Corporation	194.35	A/P	OUT-STD	01/25/2018
006572	01/25/2018 Quikprint Services Ltd.	102.11	A/P	CLEARED	01/31/2018
006573	01/25/2018 Redline Automotive 0765	55.17	A/P	OUT-STD	01/25/2018
006574	01/25/2018 SaltWire Network Inc.	1,759.50	A/P	CLEARED	01/31/2018
006575	01/25/2018 Sam Pike Masonry Ltd.	7.22	A/P	OUT-STD	01/25/2018
006576	01/25/2018 Shred-it International ULC	58.26	A/P	OUT-STD	01/25/2018
006577	01/25/2018 Town of Holyrood	21,296.06	A/P	OUT-STD	01/25/2018
006578	01/25/2018 Tulk Tire & Service Ltd.	805.00	A/P	CLEARED	01/31/2018
006579	01/25/2018 Workplace NL	17,414.39	A/P	CLEARED	01/31/2018
006580	01/25/2018 Newhook, Ted & Nadine	180.00	A/R	OUT-STD	01/25/2018
006581	01/25/2018 Eddy, Brenda	847.76	A/R	OUT-STD	01/25/2018

Cheque Totals Issued:	501,712.65
Void:	0.00
Total Cheques Generated:	501,712.65
Total # of Cheques Listed:	83

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

JANUARY 2018

Payroll – Staff (<i>2 pay periods – 33 employees</i>).....	\$147,854.48
Payroll – Board	<u>\$ 00,000.00</u>
Total Payroll (<i>33 employees</i>)	\$147,854.48
Payroll CRA Remittance	<u>\$ 55,070.00</u>
TOTAL GROSS PAYROLL	<u>\$202,924.48</u>

PREVIOUS MONTH

DECEMBER 2017

Payroll – Staff (<i>2 pay periods – 33 employees</i>).....	\$134,404.09
Payroll – Board (<i>19 members</i>)	<u>\$ 17,505.03</u>
Total Payroll (<i>33 employees</i>)	\$151,909.12
Payroll CRA Remittance	<u>\$ 38,862.78</u>
TOTAL GROSS PAYROLL	<u>\$190,771.90</u>

**(4)(a)(2) Draft 2017 Financial
Statements**

EASTERN REGIONAL SERVICE BOARD
Financial Statements
Year Ended December 31, 2017

DRAFT

HARRIS RYAN

Completed by	Reviewed by

EASTERN REGIONAL SERVICE BOARD
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Year Ended December 31, 2017

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HARRIS RYAN

INDEPENDENT AUDITOR'S REPORT

To the Members of Eastern Regional Service Board

We have audited the accompanying financial statements of Eastern Regional Service Board, which comprise the statement of financial position as at December 31, 2017 and the statements of operations, changes in net financial assets, changes in accumulated surplus and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

(continues)

Printed: February 02, 2018 9:28 AM

Independent Auditor's Report to the Members of Eastern Regional Service Board *(continued)*

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Eastern Regional Service Board as at December 31, 2017 and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

St. John's, Newfoundland and Labrador
February 2, 2018

CHARTERED PROFESSIONAL ACCOUNTANTS

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EASTERN REGIONAL SERVICE BOARD
Statement of Financial Position
December 31, 2017

FINANCIAL ASSETS

Cash and cash equivalents	\$ 4,382,075	\$ 3,317,199
Accounts receivable	971,258	850,485
Harmonized sales tax recoverable	86,734	321,003
Guaranteed investment certificates	1,430,546	1,430,546
	6,870,613	5,919,233

LIABILITIES

Accounts payable	578,228	569,152
Employee deductions payable	20,409	-
Deferred income	1,540,371	1,313,472
Obligations under capital lease <i>(Note 8)</i>	257,754	388,905
	2,396,762	2,271,529

NET FINANCIAL ASSETS

4,473,851 3,647,704

NON-FINANCIAL ASSETS

Inventory	-	-
Prepaid expenses	106,908	89,449
Tangible capital assets <i>(Note 4)</i>	4,726,647	4,685,888
	4,833,555	4,775,337

ACCUMULATED SURPLUS

\$ 9,307,406 \$ 8,423,041

ON BEHALF OF BOARD

_____ Director
 _____ Director

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EASTERN REGIONAL SERVICE BOARD
Statement of Operations
Year Ended December 31, 2017

	Budget 2017	Total 2017	Total 2016
REVENUES			
Clarenville transfer station	\$ -	\$ 373,019	\$ 480,098
Government grants	-	77,500	240,522
Tipping fees	-	3,395,752	3,367,536
Waste management fees	-	5,083,395	5,219,708
Metals recycling revenue	-	148,365	51,698
Capital government grants	-	609,950	489,520
	-	9,687,981	9,849,082
EXPENSES			
Advertising and promotion	-	74,113	139,472
Amortization	-	932,244	935,311
Bad debts	-	186,971	209,236
Business taxes, licenses and memberships	-	33,166	19,497
Directors fees	-	86,355	97,355
Insurance	-	106,215	86,824
Interest and bank charges	-	41,400	35,114
Interest on obligations under capital lease	-	16,137	22,250
Office	-	54,777	53,400
Regional waste management operations	-	357,282	176,889
Waste collection operations	-	3,158,315	3,357,931
Waste recovery facilities - site development	-	309,154	247,496
Professional fees	-	115,495	66,778
Rental	-	139,487	150,880
Repairs and maintenance	-	44,456	40,719
Salaries and wages	-	2,045,098	2,003,296
Telephone	-	40,590	37,455
Training	-	28,690	57,545
Travel	-	48,851	72,544
Vehicle	-	1,017,129	836,514
	-	8,835,925	8,646,506
SURPLUS FROM OPERATIONS	-	852,056	1,202,576
OTHER INCOME			
Interest income	-	344,482	363,303
Other expense #5	-	(327,451)	(284,683)
Miscellaneous revenue	-	15,278	19,858
	-	32,309	98,478
ANNUAL SURPLUS	\$ -	\$ 884,365	\$ 1,301,054

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EASTERN REGIONAL SERVICE BOARD
Statement of Changes in Accumulated Surplus
Year Ended December 31, 2017

	2017	2016
ACCUMULATED SURPLUS - BEGINNING OF YEAR	\$ 8,423,041	\$ 7,121,987
SURPLUS FOR THE YEAR	884,365	1,301,054
ACCUMULATED SURPLUS - END OF YEAR	\$ 9,307,406	\$ 8,423,041

DRAFT

EASTERN REGIONAL SERVICE BOARD
Statement of Changes in Net Financial Assets
Year Ended December 31, 2017

	2017	2016
ANNUAL SURPLUS	\$ 884,365	\$ 1,301,054
Amortization of tangible capital assets	932,244	935,311
Purchase of tangible capital assets	(973,006)	(991,871)
Increase in prepaid expenses	(17,459)	(16,788)
Capitalized interest	-	-
Capitalized overhead	-	-
	(58,221)	(73,348)
INCREASE IN NET FINANCIAL ASSETS	826,144	1,227,706
NET FINANCIAL ASSETS - BEGINNING OF YEAR	3,647,705	2,419,999
NET FINANCIAL ASSETS - END OF YEAR	\$ 4,473,849	\$ 3,647,705

DRAFT

EASTERN REGIONAL SERVICE BOARD
Statement of Cash Flows
Year Ended December 31, 2017

	2017	2016
OPERATING ACTIVITIES		
Surplus	\$ 884,365	\$ 1,301,054
Item not affecting cash:		
Amortization of tangible capital assets	932,244	935,311
	1,816,609	2,236,365
Changes in non-cash working capital:		
Accounts receivable	(120,773)	(190,620)
Accounts payable	9,080	(261,568)
Deferred income	226,899	(1,231,286)
Prepaid expenses	(17,459)	(16,787)
Harmonized sales tax payable	234,269	(151,185)
Employee deductions payable	20,409	(32,761)
	352,425	(1,884,207)
Cash flow from operating activities	2,169,034	352,158
INVESTING ACTIVITY		
Purchase of tangible capital assets	(973,006)	(991,871)
Cash flow used by investing activity	(973,006)	(991,871)
FINANCING ACTIVITY		
Repayment of obligations under capital lease	(131,152)	(125,039)
Cash flow used by financing activity	(131,152)	(125,039)
INCREASE (DECREASE) IN CASH FLOW	1,064,876	(764,752)
Cash - beginning of year	3,317,199	4,081,951
CASH - END OF YEAR	4,382,075	3,317,199
CASH FLOWS SUPPLEMENTARY INFORMATION		
Interest received	\$ (344,482)	\$ (363,303)
Interest paid	\$ 57,537	\$ 57,365
Income taxes recovered	\$ -	\$ -

EASTERN REGIONAL SERVICE BOARD

Notes to Financial Statements

Year Ended December 31, 2017

1.

The Eastern Regional Service Board (the "organization") was established in September of 2011 by the Province of Newfoundland under the authority of the Regional Services Board Act, 2012. The Board has been given the mandate to modernize the waste management system in the region, develop regional fire protection and work with several clusters of communities to improve drinking water and waste water treatment under the Community Sustainability Partnership.

In order to fulfill these mandates the Board has completed a network of infrastructure for the waste management system including a transfer station in Clarenville, ten waste recovery facilities (including one at the Clarenville site), and developed a fleet of vehicles and hired staff for a curbside collection program. To assist communities with drinking water and waste water treatment the Board has hired an engineer to provide advice to communities. As a service provider for fire protection the Board has contracted with one municipality to provide services through their volunteer fire department in the unincorporated area adjacent to the municipality. This model of service delivery was expanded in 2017.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

The financial statements were prepared in accordance with Canadian public sector accounting standards (PSAS).

Revenue recognition

Government transfers with stipulations restricting their use are recognized as revenue when the transfer is authorized and the eligibility criteria are met, except when and to the extent the transfer gives rise to an obligation that constitutes a liability. When the transfer gives rise to an obligation that constitutes a liability, the transfer is recognized in revenue when the liability is settled.

Government transfers received with associated stipulations relating to the purchase of capital assets, are recognized as revenue when the related assets are acquired.

Tipping fee revenues are provided to the extent required in the organization's annual budget and are recognized as revenue when received. Tipping fees received in advance are recorded as deferred income.

Waste management fee revenues are invoiced annually and are recognized as revenue when invoiced to customers. Metals recycling revenues are also recognized as revenue when invoiced.

4. the ability to collect is reasonably assured.

Cash and cash equivalents

Cash and cash equivalents include balances with the bank and investments held in cashable guaranteed investment certificates. Cashable guaranteed investment certificates are valued at cost plus accrued interest.

(continues)

EASTERN REGIONAL SERVICE BOARD

Notes to Financial Statements

Year Ended December 31, 2017

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Guaranteed investment certificates

Guaranteed investment certificates include those certificates which are locked in and have maturities beyond one year. These investments are carried at cost plus accrued interest.

Tangible capital assets

Tangible capital assets are stated at cost or deemed cost less accumulated amortization. Tangible capital assets are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

Land		non-depreciable
Buildings	4%	declining balance method
Furniture and equipment	20%	declining balance method
Computer equipment	55%	declining balance method
Computer software	100%	declining balance method
Heavy equipment	30%	declining balance method
Heavy equipment under capital lease	30%	declining balance method
Leasehold improvements	5 years	straight-line method
Motor vehicles	30%	declining balance method

The organization regularly reviews its tangible capital assets to eliminate obsolete items.

Tangible capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

Leases

Leases are classified as either capital or operating leases. A lease that transfers substantially all of the benefits and risks of ownership is classified as a capital lease. At the inception of a capital lease, an asset is recorded with its related long-term obligation to reflect the acquisition and financing. All other leases are accounted for as operating leases and rental payments are expensed as incurred.

Non-financial assets

Non-financial assets include all assets of a fixed or permanent nature, claims to goods and services, and consumable goods.

Deferred income

Deferred income is comprised of the unspent portions of government grants designated for the construction and engineering of the Clarendville waste transfer station, waste recovery facilities, as well as costs associated with the closure of various dump sites previously used in the eastern region. Due to the nature of this liability, these amounts will be recognized into income as the funds are spent on approved projects.

(continues)

EASTERN REGIONAL SERVICE BOARD

Notes to Financial Statements

Year Ended December 31, 2017

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Measurement uncertainty

The preparation of financial statements in conformity with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

3. ACCOUNTS RECEIVABLE

	2017	2016
Waste management fees receivable	\$ 1,647,341	\$ 1,339,596
Allowance for doubtful accounts	(676,082)	(489,111)
	\$ 971,259	\$ 850,485

4. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2017 Net book value	2016 Net book value
Land	\$ 1,014,669	\$ -	\$ 1,014,669	\$ 724,417
Buildings	1,427,037	111,188	1,315,849	1,370,676
Computer equipment	34,669	32,716	1,953	2,651
Computer software	5,544	5,544	-	528
Furniture and equipment	87,835	44,271	43,564	33,812
Heavy equipment	4,381,634	2,245,419	2,136,215	2,247,301
Heavy equipment under capital lease	874,864	749,881	124,983	178,547
Leasehold improvements	3,106	2,174	932	1,553
Motor vehicles	268,649	180,167	88,482	126,403
	\$ 8,098,007	\$ 3,371,360	\$ 4,726,647	\$ 4,685,888

5. ACCOUNTS PAYABLE

	2017	2016
Trade payables	\$ 351,215	\$ 400,311
Other accruals	277,016	168,841
	\$ 628,231	\$ 569,152

EASTERN REGIONAL SERVICE BOARD

Notes to Financial Statements

Year Ended December 31, 2017

6. DEFERRED REVENUE

	2017	2016
Deferred income - beginning of year	\$ 1,313,472	\$ 2,544,758
Government funding	-	-
Transfer station - site development	-	-
Waste recovery facilities - site development	-	-
2018 Tipping fees from City of St. John's	836,849	-
Revenue recognized for government funded capital assets	(609,950)	(489,520)
Funding overpayment from City of St. John's	-	-
Funding overpayment from City of St. John's - prior year	-	(715,941)
Regional Water/Wastewater Operator	-	19,375
Regional Water/Wastewater Operator prior year	-	(45,200)
	\$ 1,540,371	\$ 1,313,472

In 2015, the organization received government funding in the amount of \$1,794,915 for the construction and engineering of waste recovery facilities, costs associated with the closure of various dump sites previously used in the eastern region, construction and engineering of the Clarenville Transfer Station, and the purchase of land in Whitbourne where the organization is planning to build a depot for its trucks near the Whitbourne waste recovery facility. This deferred income will be recognized as revenue when spent on approved projects.

During the year, the organization also received \$77,500 from the Provincial government to fund a Regional Water/Wastewater Operator Pilot Program. At December 31, 2017, \$19,375 of this funding remained unspent and is included in the opening balance of \$1,313,472.

7. TIPPING FEES

The Government of Newfoundland and Labrador has officially designated the Robin Hood Bay Waste Management Facility, which is owned and operated by the City of St. John's, as the site for the Eastern Region's Integrated Waste Management Facility. Eastern Regional Service Board contracts with the City of St. John's to provide waste disposal services for other municipalities in the Eastern Region.

Tipping fees charged per tonne at the Robin Hood Bay Waste Management Facility are determined annually by Eastern Regional Service Board based on estimated tonnage and budgeted costs to operate both Eastern Regional Service Board and the Robin Hood Bay Waste Management Facility. Operational funding is provided to Eastern Regional Service Board from tipping fees collected from facility users to the extent required in its annual budget.

EASTERN REGIONAL SERVICE BOARD
Notes to Financial Statements
Year Ended December 31, 2017

8. OBLIGATIONS UNDER CAPITAL LEASE

	2017	2016
TD Equipment Finance lease bearing interest at 4.78% per annum, repayable in monthly blended payments of \$12,274. The lease matures on November 1, 2019 and is secured by equipment.	\$ 257,754	\$ 388,905
Amounts payable within one year	-	-
	\$ 257,754	\$ 388,905

Future minimum capital lease payments are approximately:

2018	\$ 147,289
2019	110,465
Total minimum lease payments	<u>\$ 257,754</u>

9. ACCUMULATED SURPLUS

	2017	2016
Accumulated net assets from operations	\$ -	\$ 3,695,071
Net assets invested in tangible capital assets	-	4,685,888
Accumulated surplus	\$ -	\$ 8,380,959

10. LEASE COMMITMENTS

The organization has a long term lease with respect to its premises, which expired April 1, 2017. A new 5 year lease was then signed which expires March 31, 2022. Future minimum lease payments, excluding HST, as at December 31, 2017, are as follows:

2018	\$ 77,012
2019	77,012
2020	77,012
2021	77,012
2022	<u>\$ 77,012</u>

11. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the organization's risk exposure and concentration as of December 31, 2017.

(continues)

EASTERN REGIONAL SERVICE BOARD
Notes to Financial Statements
Year Ended December 31, 2017

11. FINANCIAL INSTRUMENTS *(continued)*

(a) Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The organization is exposed to credit risk from customers. In order to reduce its credit risk, the organization reviews a new customer's credit history before extending credit and conducts regular reviews of its existing customers' credit performance. An allowance for doubtful accounts is established based upon factors surrounding the credit risk of specific accounts, historical trends and other information. The organization has a significant number of customers which minimizes concentration of credit risk.

(b) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The organization is exposed to this risk mainly in respect of its receipt of funds from its customers and other related sources, long-term debt, obligations under capital leases, contributions to the pension plan, and accounts payable.

(c) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency rate risk, interest rate risk and other price risk.

Unless otherwise noted, it is management's opinion that the organization is not exposed to significant other price risks arising from these financial instruments.

EASTERN REGIONAL SERVICE BOARD**Notes to Financial Statements****Year Ended December 31, 2017****12. EXPENSES BY OBJECT**

	2017	2016
Advertising and promotion	\$ 74,113	\$ 139,472
Amortization	932,244	935,311
Bad debts	186,971	209,236
Business taxes, licenses and memberships	33,166	19,497
Directors fees	86,355	97,355
Insurance	106,215	86,824
Interest and bank charges	41,399	35,115
Interest on obligations under capital lease	16,137	22,250
Office	54,777	53,400
Professional fees	115,495	66,778
Regional travel and professional development	48,851	72,544
Regional waste management operations	357,282	176,889
Rental	139,487	150,880
Repairs and maintenance	44,456	40,719
Salaries and wages	2,045,098	2,003,296
Telephone	40,590	37,455
Training	28,690	57,545
Vehicle	1,017,129	836,514
Waste collection operations	3,158,315	3,357,931
Waste recovery facilities - site development	309,154	247,496
	\$ 8,835,924	\$ 8,646,507

13. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation.

(4)(b) Strategy & Policy Committee

**(4)(b)(1) 2017 Waste Operations
Report**

2017 Waste Operations Report

WASTE RECOVERY FACILITIES:

Waste Recovery Facilities (WRF) received material from approximately 45,686 clients in 2017, which is a 4% increase from the previous year. The increase between 2015 and 2016 was 45%, which was primarily due to the opening of the Clarenville and Whitbourne facilities. The material collected included household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, propane tanks (20lbs or less), trees, and branches.

Waste diversion activities in 2017 included:

- 977,630Kg of metal was diverted to an approved metal recycler versus 1,363,510Kgs in 2016 and 249,770Kgs in 2015;
- 13,217 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB, versus 12,885 in 2016 and 14,113 in 2015; and,
- 250 pallets of electronic waste was collected, with an approximate weight of 500,000Kgs, as accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA), versus 263 in 2016 and 192 in 2015.

In 2017, 6,367,580Kgs of waste was transferred from the various WRFs to the Regional Waste Management Facility located at Robin Hood Bay. In comparison, there was 6,226,318Kgs of waste transferred in 2016 and 5,781,784Kgs in 2015.

Changes to the operations of the WRFs in 2017 included:

- Planted 500 trees in association with The Junior Forest Wardens - St. John's East-NL Division to replace vegetation cover north of the Renews-Cappahayden WRF which was removed during the closure of the landfill prior to the WRF. Since 2014, 2,940 trees have been planted and the improvement is more visible as the trees continue to grow.
- The Sunnyside WRF was closed from January to April 1, 2017, and again from December 11, 2017 to the end of the year. The site will reopen on April 7, 2018.
- Jersey barriers were installed at the Harbour Grace WRF in order to further define the site boundaries and aid in controlling vehicular and ATV access.

HHW EVENTS:

In regard to Household Hazardous Waste (HHW), 27 collection events were held in 2017 compared to 28 in 2016. Approximately 1,000 clients took advantage of this service, which saw 14,583L of liquid waste, 42.5 paint boxes (approximately 9,100L), 468 compressed gas tanks, and 130 fluorescent light bulbs collected. Overall in 2017, more people used the HHW events and more waste was collected than in the previous year.

SCHOOL PILOT PROJECT:

The Recycle @ School Pilot Program officially ended in June 2017. In September 2017, the ERSB was engaged to provide garbage and recycling removal services to the following schools:

SCHOOL	COMMUNITY	SCHOOL	COMMUNITY
Dunne Memorial Academy	St. Mary's	St. Bernard's Elementary	Witless Bay
Crescent Collegiate	Blaketown	Baltimore School	Ferryland
Woodland Elementary	Dildo	Laval High School	Placentia
Stella Maris Academy	Trepassey	St. Anne's Academy	Placentia
Mobile Central High	Mobile	Random Island Academy	Hickman's Harbour

**Note: In March 2017, ERSB reached out to the NL English School District to offer its help to ensure all schools in the Eastern Region have access to container and paper recycling. ERSB continued the conversation right up until August 2017, but unfortunately the school board issued tenders that did not include recycling for all schools in the region (i.e.: those not listed above).*

COLLECTIONS:

There was no significant change in curbside waste diversion rates between 2016 and 2017; however, there was a 3% decrease in the amount of waste collected. When 2017 is compared against 2014, there was a 4% decrease in the amount of waste collected. The decrease in waste collected over the last few years has been low.

CLARENVILLE TRANSFER STATION:

In 2017, 5,421,190Kgs of waste and 458,020Kgs of recycled material was received at the commercial portion of the Clarenville facility. The increase in recycling was primarily due to an increase in old corrugated cardboard (OCC) being recycled in 2016 where 114,500Kgs of the material was received at the facility. In 2017, there was 71,480Kgs of OCC received. The waste from the Clarenville facility required 295 trips to transport this material for disposal at Robin Hood Bay. For comparative purposes, in 2016 there was 5,106,250Kgs of waste and 273,210Kgs of recycling received at the commercial portion of the facility, which required 226 trips to Robin Hood Bay. Please see the WRF section of this report for residential drop-off information.

2014 Collection Waste Volumes (Kg)	TBS/TBC	TCN	SWArm	Isthmus	CBC	SWA	SS			total Kg for all contracts
Waste	1,499,390	1,471,400	230,120	1,489,840	1,309,053	2,392,690	2,079,820			10,472,313
Recycling	48,570	5,400	10,110	41,570	70,210	64,400	56,610			296,870
Bulk	148,060	88,730	17,500	223,990	142,165	430,700	136,050			1,187,195
Total Kg	1,696,020	1,565,530	257,730	1,755,400	1,521,428	2,887,790	2,272,480			11,956,378
% Diversion	3%	0%	4%	2%	5%	2%	2%			2.5%

2015 Collection Waste Volumes (Kg)	TBS/TBC	TCN	SWArm	Isthmus	CBC	SWA	SS	BDG	Car	total Kg for all contracts	total Kg (less new areas)
Waste	1,571,800	1,351,860	239,230	1,532,300	1,427,535	2,297,350	1,918,940	670,600	2,295,660	13,305,275	10,339,015
Recycling	47,090	7,250	12,800	35,790	74,790	65,320	62,920	14,160	68,670	388,790	305,960
Bulk	85,470	76,190	22,810	179,800		109,870	71,590	73,960	65,600	685,290	545,730
Total Kg	1,704,360	1,435,300	274,840	1,747,890	1,502,325	2,472,540	2,053,450	758,720	2,429,930	14,379,355	11,190,705
% Diversion	3%	1%	5%	2%	5%	3%	3%	2%	3%	3%	2.7%

Annual Difference 2015 less 2014	8,340	-130,230	17,110	-7,510	-19,103	-415,250	-219,030	758,720	2,429,930	2,422,977	-765,673
percent change (-indicated decrease)	0.2%	-4.3%	3.2%	-0.2%	-0.6%	-7.7%	-5.1%	100.0%	100.0%	9.2%	-3.3%

2016 Collection Waste Volumes (Kg)	TBS/TBC	TCN	SWArm	Isthmus	CBC	SWA	SS	BDG	Car	Clar	total Kg for all contracts	total Kg (less new areas)
Waste	1,568,950	1,362,690	246,670	1,487,380	1,451,220	2,368,895	1,907,000	642,130	2,311,295	2,191,530	15,537,760	13,346,230
Recycling	43,610	20,320	10,420	31,100	63,990	68,180	66,770	19,070	78,400	180,400	582,260	401,860
Bulk	92,950	88,200	31,600	159,320	77,580	67,660	56,910	83,170	83,630	5,480	746,500	741,020
Total Kg	1,705,510	1,471,210	288,690	1,677,800	1,592,790	2,504,735	2,030,680	744,370	2,473,325	2,377,410	16,866,520	14,489,110
% Diversion	3%	1%	4%	2%	4%	3%	3%	3%	3%	8%	3.5%	2.8%

Annual Difference 2016 less 2015	1,150	35,910	13,850	-70,090	90,465	32,195	-22,770	-14,350	43,395		109,755
percent change (-indicated decrease)	0.0%	1.2%	2.5%	-2.0%	2.9%	0.6%	-0.6%	-1.0%	0.9%		0.4%

2017 Collection Waste Volumes (Kg)	TBS/TBC	TCN	SWArm	Isthmus & SWArm	CBC	SWA	SS	BDG	Car	Clar	HOOP	total Kg for all contracts	total Kg (less HOOP)
Waste	1,537,540	1,359,070		1,708,290	1,350,510	2,174,675	1,959,340	729,280	1,652,190	2,400,190	74,850	14,945,935	12,470,895
Recycling	27,750	20,760		46,880	61,590	72,710	52,590	18,550	26,410	169,640	210	497,090	327,240
Bulk	48,840	78,830		104,620	76,120	44,845	73,330	68,890	52,400			547,875	547,875
Total Kg	1,614,130	1,458,660		1,859,790	1,488,220	2,292,230	2,085,260	816,720	1,731,000	2,569,830	75,060	15,990,900	13,346,010
% Diversion	2%	1%		3%	4%	3%	3%	2%	2%	7%	0%	3.1%	2.5%

Annual Difference 2017 less 2016	-91,380	-12,550		-106,700	-104,570	-212,505	54,580	72,350	-742,325	192,420		-950,680
percent change (-indicated decrease)	-3%	0%		-3%	-3%	-4%	1%	5%				-3%

Total Difference 2017 less 2014	-81,890	-106,870		-153,340	-33,208	-595,560	-187,220					-1,158,088
percent change (-indicated decrease)	-2%	-4%		-4%	-1%	-11%	-4%					-4%

Waste recovery Facility	Year	Waste Removed Kg	Ewaste	MMSB tires	Non MMSB tires	Metals	number of visitors
Bay Bulls	2014	1,407,730	32	2,783		62,290	
	2015	1,156,110	28	2,598	490	32,110	
	2016	1,189,040	19	2,501		263,640	6,854
	2017	1,088,330	15	1,088	1,197	104,980	6,330
Cavendish	2014	735,080		1,191		52,150	
	2015	561,490	73	2,161	435	27,130	
	2016	525,760	58	1,357	240	129,750	4,319
	2017	446,070	48	1,425	200	63,760	4,392
Harbour Grace	2014	1,182,450		2,929		63,730	
	2015	1,783,980	0	4,294	1,370	52,880	
	2016	1,489,990	0	4,206	340	259,750	11,673
	2017	1,366,130	0	2,596	400	208,080	11,660
Placentia	2014	458,050		2,011		68,670	
	2015	561,750	34	1,385	605	40,020	
	2016	303,696	54	1,091	0	119,670	3,874
	2017	424,140	46	985	200	107,630	3,448
Renews-Cappahyden	2014	162,520	3	612		13,580	
	2015	472,550	24	600	0	14,390	
	2016	389,860	34	542		57,430	3,005
	2017	234,670	23	736	376	41,830	2,180
St. Joseph's	2014	417,440		1,236			
	2015	205,570	21	1,357	160	48,820	
	2016	194,020	12	1,183		170,650	1,750
	2017	201,190	25	1,726	250	55,470	1,622
Sunnyside	2014	217,010		788		13,140	
	2015	261,680	12	868	0	14,520	
	2016	235,880	14	865		54,220	1,149
	2017	150,070	23	1,000	205	40,450	857
Old Perlican	2014	671,720		940		41,330	
	2015	778,654	0	870	150	19,900	
	2016	932,411	12	unknown		106,760	3,540
	2017	1,264,640		980	450	72,350	3,614
Clareville	2016	613,931	36	489	0	158,600	5,167
	2017	550,810	43	1322	260	166,090	6,833
Whitbourne	2016	351,730	24	651	0	43,040	2,385
	2017	641,530	27	1359	510	116,990	4,750

Notes:

total non MMSB tires removed in 2014 was 1,304

Old Perlican waste volume does not include December values, they were not available at the time of this report.

HHW Site	Event Date	Amounts are in Liters										Amounts are in Each							
		Aerosols	Flammable Labpacks	Flammable Liquid Pails	Oil Labpacks	Oil Pails	Acid Labpacks	Basic Labpacks	Pesticide Labpacks	Dry Cell Batteries	Fluorescent Tubes	Wet Batteries	CFL Bulbs	Propane Tanks (20lbs+)	Propane (small cylinders)	Compressed gas cylinders	Helium Tanks	Fire Extinguishers	Number of Paint Boxes
Hollyrood	6/19/2017	50	825	15	1420				15	10		20	1	20				2	37
Mt. Carmel-Mitcheil's Brook, St. Catherine's	6/19/2017	50	375	5	110				10	5		40	7	40				2	20
Winterton	6/5/2017	20			80								1	8				1.25	39
Bay De Verde	6/5/2017	80	160		560					26	3		4	32				3	0
Bay De Grave	6/5/2017	20	60		190				10	3				9				1	81
St. Shott's	6/20/2017																		11
St. Vincent's-St. Stephen's-	6/20/2017	20			350							30	8	3	1			1.75	35
Peter's River	6/20/2017	5	60	5	120					80			1	18				1	6
Riverhead	6/20/2017		10		100					2			2	5				0.25	11
Admiral's Beach	6/19/2017		20		20														30
Branch	6/19/2017		300	20	60								8	40	1			1	39
Colliers	6/6/2017	20	450					20										2	47
Hearts Delight	6/5/2017		312		40														14
Whiteway	6/5/2017	20	320		160														27
Green's Harbour	6/3/2017	20	160		800			460											14
Carbonear	6/3/2017	40	60		100														27
Conception Harbour	6/6/2017	20	80	20	80			40											132
Ferryland	6/17/2017	80	80	20	80														200
Bay Bulls	6/17/2017	60	160	5	100														9
Norman's Cove-Long Cove	9/18/2017	40	155	20	85			10					7	25				1.5	26
Arnold's Cove	9/18/2017	60	190	10	85			5					2	6				2	34
Fair Haven	9/18/2017	20	20	5	700			10					1	10				0.75	19
Chance Cove	9/18/2017	80	240		40								2	5				0.25	8
George's Brook	9/18/2017	25	50		1000								2	11				1.25	26
Northern Blight	9/18/2017	80	750	20	35								12	35				0.25	12
Clarenville	9/18/2017	20	160	265	380								1	7				4	67
Placentia	9/19/2017	20																	34
Whitbourne	9/19/2017	20																	23
Total for 27 Events		830	4997	790	6115	960	0	5	385	471	30	130	82	349	2	15	20	42.5	999

(4)(b)(3) Lid Closing Policy

Briefing Note – Closing of lids on garbage boxes

The Board has been approached by a property owner requesting that a mandatory requirement for waste collectors to close/replace lids on garbage boxes/containers be implemented. The property owner claims that in late September a family pet was trapped in a garbage box when the lid closed on the animal.

At this particular point in time the contracts that the Board utilizes to service the majority of properties do not include a requirement for the waste collector to close/replace lids of garbage boxes or containers. Likewise, internal waste collectors have not been instructed to close/replace lids in all circumstances.

Waste collectors have about 45 seconds to get from one stop to the next, remove the required number of garbage bags and unlimited recycling, and then move on to the next stop. This is repeated approximately 650 to 1000 times per day. Within the average work day for a waste collector there is about 5 hours of on route collection time and the rest is dedicated to driving to the route, to the landfill and then back to the yard. The number of bags at a location can be as many as 7 garbage bags and an unlimited amount of recycling. Bags can weigh as much as 22 kgs or 45 lbs. The location of garbage boxes is also a factor and our requirement is for the set out or garbage box to be located within 15 feet of the paved edge of the road.

The argument that has been put forward is that it takes a very short period of time to close the lid. However, the waste collectors have a very short amount of time to get from one stop to the next and the number of bags at a location can require several trips to the truck.

There is no standard shape, size, material, or construction for garbage boxes or what can be used. Attached to this briefing note are several examples of the variety of containers that are in use. The Board does not have the authority to mandate types of boxes or locations only to refuse to collect from the location or container. We have also experienced designs which include intricate latches and handles that not only slow the collection but would also slow the closure of the container. It is not always possible to handle bags that can weigh as much as 45 lbs, hold open garbage box lids, remove bags in winter conditions that can include snow pack and ice, and make the return trip to close a lid within a reasonable amount of time.

Some suggestions have been made for spring closures or rests/bumpstops that force the lid to close or will not allow it to rest/remain open. This designs would create concerns for pinch points and the potential for waste collectors to be injured. As it stands having to reach into garbage boxes to remove the bags that can be frozen onto the boxes in winter, weight of bags, bags stuffed too full so that they have to be wrestled from the garbage boxes would no coincide with closures that would be working against the removal of the garbage.

We have engaged other communities on this issue and many do not allow garbage boxes. One metro area town that does allow the use of garbage boxes does not require its internal waste collectors to close the lids as it is an occupational health and safety concern.

(4)(c) Governance Committee

**(4)(c)(1) Annual Board Membership
Development Plan**



WASTECON® 2018: August 20–23, Nashville, TN

Join us in Music City for a week of learning, networking, and fun at WASTECON® 2018 in Nashville, TN from August 20–23. This dynamic conference will feature “Sound Ideas” in waste management, speaking to the most pressing issues in our industry today.

Conference topics range from food waste, to waste technology and the Internet of Things, to the changing recycling landscape due to the Chinese waste import restrictions. Attendees can expect to meet thousands of industry colleagues all working towards shaping the future of the solid waste industry for the better.

<https://swana.org/Events/WASTECON.aspx>

(5) CORRESPONDENCE

RECEIVED FEB 02 2018



Government of Newfoundland and Labrador
Department of Municipal Affairs and Environment
Office of the Minister

JAN 31 2018

COR/2018/00423

Mr. Ed Grant
Chair, Eastern Regional Service Board
255 Major's Path, Suite 3
St. John's, NL A1A 0L5

Dear Mr. Grant:

Thank you again for taking the time to meet with myself, MHAs, and cabin owners regarding waste collection fees in cabin areas.

As a follow up to this meeting, I am requesting a copy of the recording so that we may also have a record of the meeting.

Throughout the meeting, you and your officials stated that the Eastern Regional Service Board (ERSB) did not have the legislative authority to vary its fees and further stated that the variation in fees as implemented by two other Regional Service Boards was illegal. You and your officials noted several times throughout the meeting that you had a legal opinion to that effect. I am requesting a copy of that legal opinion so that we may review it in consultation with our solicitor.

Further to the above, your officials indicated that a report produced by the Office of the Citizens' Representative (OCR) supported the above opinion. In the version of the report provided during the meeting, however, the OCR does not provide this opinion and states that the decision to provide a seasonal [or other varying] rate is a policy decision of the Board based on their costing and price analysis. I am requesting a copy of the report as referenced in the meeting that supports the above-noted opinion that the Board does not have the authority to vary its rate.

Thank you again for meeting with us. I look forward to working together on the resolution of these issues.

Sincerely,

A handwritten signature in blue ink that reads "Eddie Joyce".

EDDIE JOYCE, MHA
District of Humber-Bay of Islands
Minister of Municipal Affairs and Environment



February 6, 2018

Hon. Eddie Joyce, MHA
Minister of Municipal Affairs & Environment
Government of Newfoundland & Labrador
P.O. Box 8700
St. John's NL A1B 4J6

Dear Minister Joyce,

On behalf of the Eastern Regional Service Board (ERSB), I have been instructed to request a joint meeting with you and your officials as soon as possible to continue the dialogue on the fair allocation of costs for regional services.

This meeting would include the attendance of the entire Board of Directors of ERSB of twenty (20) municipal representatives and the independent Chairperson who have all indicated recently they wish to be present for this most important discussion. They too have received a significant amount of correspondence/public input from their respective constituents in recent weeks. They believe they have options and would like to strategize with you on the means for implementation and communication to the public.

If agreeable, please have someone from your office call me at 709-579-8889/697-2633 with some convenient dates/times in the near future and I will work to get all of our members to the table.

The Board suggested you extend an invite for this meeting to your fellow cabinet ministers or colleagues from the House of Assembly, specifically those who attended the meeting last week. It will be beneficial for them to be part of the discussion.

And of course, staff are welcome, too.

We look forward to your response.

With kind regards,

BRADLEY POWER
BOARD CLERK

cc: Chairperson Ed Grant
Vice Chairperson Harold Mullaney, Mayor - Town of Bay Bulls
Danny Breen, Mayor - City of St. John's
Hilda Whelan, Mayor - Town of Whitbourne



Sheilagh O’Leary, Deputy Mayor - City of St. John’s
Sam Whalen, Deputy Mayor - Town of Colliers
Maggie Burton, Councillor at Large - City of St. John’s
Sandy Hickman, Councillor at Large - City of St. John’s
Dave Lane, Councillor at Large - City of St. John’s
Bill Bailey, Councillor - Town of Clarendville
Glenn Clarke, Councillor - Town of Victoria
Wally Collins, Councillor - City of St. John’s
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Jamie Korab, Councillor - City of St. John’s
Kevin McDonald, Councillor - Town of Long Harbour-Mount Arlington Heights
Peggy Roche, Councillor - Town of Torbay
Deanne Stapleton, Councillor - City of St. John’s
Lucy Stoyles, Councillor - City of Mount Pearl
Gerard Tilley, Councillor - Town of Conception Bay South
Sterling Willis, Councillor - Town of Paradise

FEB 08 2018

COR/2018/00541-01

Mr. Brad Power
Board Clerk, Eastern Regional Service Board
255 Major's Path, Suite 3
St. John's, NL A1A 0L5

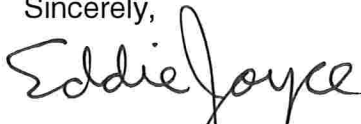
Dear Mr. Power:

I am writing in response to your letter dated February 6, 2018, in which you request to meet with me and other Members of the House of Assembly to continue the dialogue relating to the allocation of costs for regional services.

I would be very pleased to make myself available to continue this beneficial discussion with the full Board; however, in an effort to achieve the most productive meeting I would first like to receive and have an opportunity to review the materials requested in my letter dated January 31, 2018.

I look forward to receiving this material and continuing our dialogue on this matter.

Sincerely,



EDDIE JOYCE, MHA
District of Humber-Bay of Islands
Minister of Municipal Affairs and Environment

cc: Mr. Ed Grant Mr. Wally Collins
Mr. Harold Mallowney Mr. Ian Froude
Mr. Danny Breen Ms. Hope Jamieson
Ms. Hilda Whelan Mr. Jamie Korab
Ms. Sheilagh O'Leary Mr. Kevin McDonald
Mr. Sam Whalen Ms. Peggy Roche
Ms. Maggie Burton Ms. Deanne Stapleton
Mr. Sandy Hickman Ms. Lucy Stoyles
Mr. Dave Lane Mr. Gerard Tilley
Mr. Bill Bailey Mr. Sterling Willis
Mr. Glenn Clarke



RECEIVED FEB 19 2018

Government of Newfoundland and Labrador
Department of Municipal Affairs and Environment
Office of the Minister

FEB 13 2018

COR/2018/00423-01

Mr. Ed Grant
Chair, Eastern Regional Service Board
255 Major's Path, Suite 3
St. John's, NL A1A 0L5

Dear Mr. Grant:

I am writing as a follow up to my letter dated January 31, 2018, and my subsequent letter dated February 8, 2018, in which I had requested a copy of the recording from our meeting, the legal opinion relating to the varying of fees, and a copy of the report from the Office of the Citizens' Representative referring to same.

To date, I have not received any of the requested materials noted above. I would appreciate receiving these items by Friday, February 16, 2018, otherwise I will be required to formally request the materials under the provisions of the Access to Information legislation.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Eddie Joyce".

EDDIE JOYCE, MHA
District of Humber-Bay of Islands
Minister of Municipal Affairs and Environment

RECEIVED FEB 19 2018



Government of Newfoundland and Labrador
Department of Municipal Affairs and Environment
Office of the Minister

February 14, 2018

COR/2018/00423-02

Members of the Board of Directors
Eastern Regional Service Board
255 Major's Path, Suite 3
St. John's, NL A1A 0L5

Dear Board Members:

I am writing as a follow up to my meeting with the Chair and your Chief Administrative Officer on January 30, 2018.

Throughout this meeting, statements were made indicating that Regional Service Board did not have the authority to vary its fees among service users and that the variation in fees as applied by other Regional Service Boards was illegal.

Since this meeting, we have confirmed that there is nothing in the legislation to prohibit Regional Service Boards from defraying expenses through the assessment of differential fees within categories of service users.

The manner in which the services are being provided and by which the costs are defrayed is based on the direction of the Board. Out of respect to the elected members of the ERSB, I am advising in advance that I will be publicly commenting on this and advising members of the public that should they have concerns with the services being provided or with the application of fees, they should address these matters with the members of the Board.

Sincerely,

A handwritten signature in black ink that reads "Eddie Joyce".

EDDIE JOYCE, MHA
District of Humber-Bay of Islands
Minister of Municipal Affairs and Environment



February 16, 2018

Hon. Eddie Joyce, MHA
Minister of Municipal Affairs & Environment
Government of Newfoundland & Labrador
P.O. Box 8700
St. John's NL A1B 4J6

Dear Minister Joyce,

Thank you for your recent correspondence of Thursday, February 8. I distributed a copy to all Board Members immediately after it was received.

In regard to the your request for information noted both in your recent reply, as well as your letter of Wednesday, January 31, the Board has asked that I inform you that an official response will be provided on Tuesday, February 20, after they have had time to convene a meeting to discuss.

They look forward to continuing this important discussion.

With kind regards,

BRADLEY POWER
BOARD CLERK

cc: Chairperson Ed Grant
Vice Chairperson Harold Mullaney, Mayor - Town of Bay Bulls
Danny Breen, Mayor - City of St. John's
Hilda Whelan, Mayor - Town of Whitbourne
Sheilagh O'Leary, Deputy Mayor - City of St. John's
Sam Whalen, Deputy Mayor - Town of Colliers
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Deanne Stapleton, Councillor - City of St. John's



Lucy Stoyles, Councillor - City of Mount Pearl
Gerard Tilley, Councillor - Town of Conception Bay South
Sterling Willis, Councillor - Town of Paradise

February 19, 2018

Hon. Eddie Joyce, MHA
Minister of Municipal Affairs & Environment
Government of Newfoundland & Labrador
P.O. Box 8700
St. John's NL A1B 4J6

Dear Minister Joyce,

We acknowledge receipt of your letter dated Wednesday, January 31, specifically referencing the meeting the day before. The meeting was called on short notice and while we did ask for a meeting prior to discuss and understand the various issues, unfortunately, that request could not be accommodated. With all that said, Minister, we do appreciate your efforts to resolve this issue and specifically ensure our service to all properties is fair and held to a high standard.

As per your request please find included with this response, the recording of that meeting for your records, as well as other pertinent documentation.

We were genuine in our acknowledgement at the meeting that there are some obvious problems with the current method of service delivery and we indicated our full intention to look at all options to solve these problems. It does seem that much of the criticism of the Board is focused on operational issues that can be addressed through future dialogue.

The recent news articles regarding Brigus Junction only served to highlight these concerns. To better understand that issue we note the temporary winter drop-off site was only ever intended to be used by approximately 19 properties located on a road not plowed in the winter, and even then, only when inaccessible. We completed full curb side pickup in all areas including the above noted road that week. The temporary drop-off site was never intended as suggested in the news article (that all residents use the site). Nevertheless, we acknowledge the use of open drop sites for the seven unplowed roads in our service area is unsatisfactory and we are fully committed to reviewing all options to provide a more modern, more environmentally friendly solution to the problem. Hopefully by doing so, we will have addressed one of your concerns – charging properties for a service they do not receive. All other aspects of the service, including bulk garbage pickup and household hazardous waste collection/disposal will remain unchanged.

But again, let's be clear, the current effort by the Cabin Owners Against Trash Tax (COATT) group is not to solve these operational issues or to establish seasonal rates, rather, their position was stated at the January 30 meeting and again as late as February 15 that they want nothing less than ERSB/government totally out of the area. The bulk of the animosity towards the fee structure is based on the desire not to pay any fees or have any form of taxation whatsoever – waste, fire, etc. It might be of interest to you to note that in the VOCM Question of the Day on February 15, 2018, in which COATT was actively participating (verified from their Facebook activity), only approximately 4 per cent supported seasonal rates. Also interesting was the fact the majority of the respondents supported a flat fee of \$180.00.

The amount of misinformation disseminated on the COATT site is worrisome and really does undermine any rational discussion of the issues at hand. To at least get the factual information out to any interested parties we have created a fact-based website. We certainly invite you, COATT and all other interested parties to visit the site at www.fairwaste.ca. We believe the information provided will at least give some basis for rational discussion going forward.

Our Board has been listening to the various perspectives and opinions on this critical issue. We believe we are providing waste management services in the fairest and most transparent way. We recognize not everyone feels that way. We are looking at options to engage all stakeholders to get opinions and options that might improve the overall situation.

Now, returning to your letter, we attach our correspondence to the Office of the Citizens' Representative, emails from our lawyers, Curtis Dawe, dated July 2017, and a subsequent report dated February 9, 2018 which we requested to better clarify our original understanding and specifically focus on charging a seasonal rate. While we will comment further on this issue, please let me say clearly that our statement that it was "illegal" was incorrect. Our statement that it was "illegal" was, at best, premature in that the definitions and policies used by other regional service boards in the province have not been tested by the courts. We believe, based on the documents, that if tested they might be found to be wanting and therefore the fees would be unjustified and invalid. As per our legal opinion, "if a distinction between seasonal and permanent residents was intended in the legislation then this should have been expressly stated by the legislation." While we understand the intent of presumptive versus prescriptive in legislative writing the fact is prescriptive is easily identifiable for the public and administrators whereas, presumptive means you are going to court to have definitions and legislation interpreted. Our Board would rather focus on good service delivery than legal challenges.

However, and with that said, we herein want to issue, without reservation, a full and sincere apology to all parties in the meeting and to the service boards referenced.

We did provide you with the Office of the Citizens' Representative (OCR) report, and when you take our original submission to the OCR, our lawyer's opinion and the subsequent OCR findings we suggest our policy is both fair and defensible. The OCR did state that the Board has deliberated on this issue, considered alternatives and our approach does not contravene law and is FAIR. Further, we must qualify our conclusions in the meeting based on the OCR that "you cannot charge seasonal fees" to "you cannot charge seasonal fees without subsidization". We refer you to page 25 of said report.

We do need to be crystal clear – The Board's decision to implement a rate of \$180.00 per property was not in any way based on the belief we could not vary rates, but wholly on a position of FAIRNESS. Our Board made up of 20 elected municipal officials deliberated on numerous occasions and ultimately came to this conclusion. Varied/seasonal taxation is simply not considered within the municipal sphere and usage/seasonal authority to charge different waste collection rates to non-resident property owners is not implemented even though it is available to towns under the *Municipalities Act*, 2012 Section 177. Again, we reiterate what we have already noted above – we acknowledge shortcomings in our service delivery system and do commit to work with all stakeholders to make the necessary improvements to provide appropriate services.

Our Board has met again to discuss all these issues and has once again reaffirmed our position that our current fee policy is FAIR. The current legislation enables the Board to set this rate structure. However, Minister, we do sincerely want to meet with you and your officials to get a clear understanding of your specific concerns with a view to solving any issues you have identified. To that end, we suggest a meeting between you and several members of our Board to have an open discussion and hopefully find solutions to these issues prior to your meeting with the full Board.

We know the overall effect of providing a seasonal subsidy across the region will impact the other users – municipalities, local service districts and individuals. While our Board is not prepared to create this situation as we anticipate the push back would be significant and we deem that type of policy unfair, we are quite prepared to discuss all options you might have to resolve these issues.

In closing, we believe everyone should pay their fair share, and that as a region we can deliver a high level of service and at the lowest cost when everyone is equally included in the system.

We really do want to work with all stakeholders to arrive at a solution to these issues. We know you as Minister have many serious challenges to deal with facing our province and hopefully together we can bring this issue to some conclusion. While all stakeholders may not ultimately agree on the outcome, we do wish to proceed in a respectful and informed way.

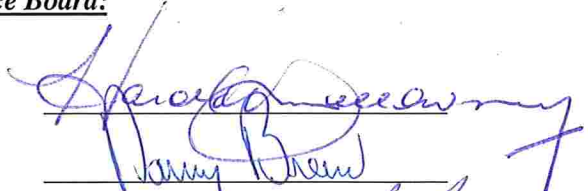
Yours truly,

A handwritten signature in black ink, appearing to read 'Ed Grant', written in a cursive style.

Ed Grant
Chairperson
Eastern Regional Service Board

Members of the Board of Directors of the Eastern Regional Service Board:

Vice Chairperson Harold Mallowney, Mayor - Town of Bay Bulls



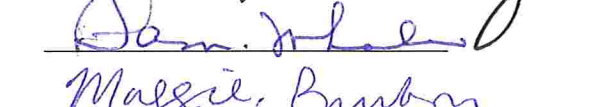
Danny Breen, Mayor - City of St. John's



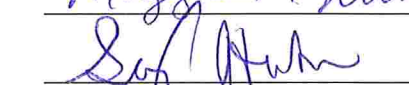
Hilda Whelan, Mayor - Town of Whitbourne



Sheilagh O'Leary, Deputy Mayor - City of St. John's



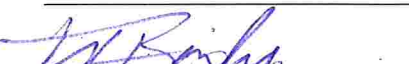
Sam Whalen, Deputy Mayor - Town of Colliers



Maggie Burton, Councillor at Large - City of St. John's



Sandy Hickman, Councillor at Large - City of St. John's



Dave Lane, Councillor at Large - City of St. John's



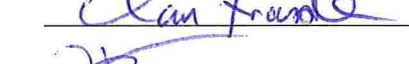
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Glenn Clarke, Councillor - Town of Victoria



Wally Collins, Councillor - City of St. John's



Ian Froude, Councillor - City of St. John's



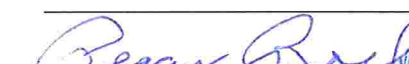
Hope Jamieson, Councillor - City of St. John's



Jamie Korab, Councillor - City of St. John's



Kevin McDonald, Councillor - Town of Long Harbour-Mount
Arlington Heights



Peggy Roche, Councillor - Town of Torbay



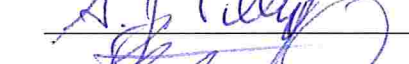
Deanne Stapleton, Councillor - City of St. John's



Lucy Stoyles, Councillor - City of Mount Pearl



Gerard Tilley, Councillor - Town of Conception Bay South



Sterling Willis, Councillor - Town of Paradise



February 26, 2018

Hon. Eddie Joyce, MHA
Minister of Municipal Affairs & Environment
Government of Newfoundland & Labrador
P.O. Box 8700
St. John's NL A1B 4J6

Dear Minister Joyce,

We want to thank you for raising the issue of waste collection service delivery in areas that people consider as seasonal and/or remote. As we stated in our letter of Monday, February 19, 2018, we will be reaching out to stakeholders on this issue, including municipal leaders, the general public and groups such as COATT (Cabin Owners Against Trash Tax), through an engagement strategy that we will be implementing very soon.

The Board has clearly heard the concern with its approach to service delivery and we will aim to address the concerns within the context of fairness and protection of the environment.

By the time you receive this letter, an invitation will have gone to the spokesperson of COATT to request a meeting. We will provide you with an update at a later date on the discussion(s) we have with this group.

In addition, we intend to roll out a series of short and long-term engagement initiatives to our clients and stakeholders that will include a mail out survey to our customers, as well as online surveys and feedback opportunities to gauge concern and receive input on service improvement options that we will be proposing.

We also want to enhance our engagement of municipal leaders through the joint councils that have been established in the region. As you know, our Board has been providing direct support to these joint councils over the last year and half and we believe that it has reinvigorated these groups and increased the discussion focusing on collaboration and regional service delivery. We have developed proposals for these groups, including regional building inspection services, regional water technicians, a standing list of municipal assessment commissioners, regional municipal enforcement and regional economic development. We have also established a Facebook group as a discussion forum that we will be used to start discussions on key regional service delivery issues and to seek input from municipal leaders on regional issues that are of concern to them. The Facebook Group is called NL Community Leaders Forum. Initially we want to use the group to assess where the Board should be focusing its attention for its next Corporate Strategic Plan – What are the Regional Issues?

We would like to continue the dialogue that has been started on regional service delivery and work in partnership with your department to address issues and improve services. Please feel free to reach out to us at any time to discuss, and we look forward to having the opportunity to meet with you in the coming weeks and months per our recent request

Yours truly,



Ed Grant
Chairperson
Eastern Regional Service Board